



SHORT-TERM RENTAL BOOKING POLICY EFFECTIVE 1 FEBRUARY 2024

The following Short-Term Rental booking policy and procedures refer and have been made known via written communication several times since 3 November 2023 and are applicable from 1 February 2024. This is necessary for secured access to the Estate and all rental properties. This will further assist in ensuring that the number of guests booked correlates to the number of guests accessing the Estate and that the Estate's Security rules are not compromised, causing unnecessary inconvenience and lack of consideration of neighboring Owners and Short-Term Rentals.

1. All rental Owner's ability to send access codes for either Visitors and Short-Term Rentals will be deactivated as of 31 January 2024. The below explains the reasoning for same.
2. Should any Agency or Owner be booking any rental, a list of arrivals must be sent through to stl@zlr.co.za by 12pm prior to the day of check in. Should the arrival list not be sent to the Short-Term Letting Office timeously, access will be denied to the Short-Term Rental Tenants. Any late arrivals must also be indicated accordingly on the arrivals list. This will assist with a smoother and more pleasant checking in process for all Short-Term Rentals.
3. It is mandatory for the Owner or Agency to complete all required details for persons and vehicles entering the Estate. No vehicle will be allowed to enter the Estate without a licence disk, number plate or permit. *A copy of the Arrivals Template will be forwarded with next week's reminder and can also be requested from stl@zlr.co.za*
4. Agents / Owners are fully responsible for each booking and for his/her Guests for the duration of their stay. Zimbali Lakes Resort Management Association (ZLRMA) takes no liability or responsibility for any issues relating to the booking and/or the rental property/unit concerned.
5. All Rental Agents MUST be accredited with the ZLRMA, and as has been made known from inception, and failing which, any booking that arrives for an access code and is deemed to have been undertaken by an unaccredited Agent, will not be entertained. The unaccredited Agent will need to then deal with the situation, as the new policy has been approved and is now binding.
6. On arrival, all Short-Term Rental Tenants will be expected to report to the Control Room at Zimbali Lakes Resort which is located across the M4 from the Boulevard, at the Main Entrance to the Estate (**GPS: 29°33'24.3"S 31°10'55.3"E**) for verification procedures. If verification is successful, a multi-use code for the duration of the stay will be issued for access at the Boulevard Precinct's Entrance. Should verification be unsuccessful, access will be denied.

ZIMBALI LAKES RESORT MANAGEMENT ASSOCIATION

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Trustees: W Krambeck, K Pillay & J Maehler

7. As we will be dealing with the Guest's personal details, a consent in terms of POPIA will have to be signed upon arrival.
8. The Rental Guest will be provided with a copy of the Estate's Conduct Rules and will have to acknowledge receipt of the document accordingly, before any access code is provided. All Owners already have a copy of same.
9. There will be a separate entry point at the Boulevard Precinct Entrance for Short-Term Rentals. At the Entrance, the Short-Term Rental Tenant will proceed to the allocated entry lane where a Security Guard will scan the relevant vehicle and driver details and confirm the number of Occupants in the vehicle, as per the booking. The access code provided by the STL Office will be requested to authenticate entry. If all is in order, access will be granted.
10. Occupants will be reconciled at entry and exit and any exceptions will be dealt with accordingly and access revoked, if number of people versus confirmed booking does not correspond. This is that only Occupants stipulated in the Statutory By-Laws will be permitted for the rental. No Visitors are permitted for any Short-Term Rentals. No exceptions.
11. A Short-Term Letting Admin Fee will be applied for each booking and will be recorded, reconciled and invoiced for collection to each Agent / Owner monthly. Any arrears due to non-payment of the aforementioned, will result in no further access being permitted for the relevant unit/s, until such time as the arrears are settled.

Admin Fee: 1 bedroom = R75 and 2 bedrooms = R150 per booking.

NB. It is extremely important to note that if these procedures are not followed, access will be denied, regardless of any intervention by an Agent / Owner and is only being done for the benefit, safety, security and enjoyment of stay of all Owners and Short-Term Rentals alike.

New procedures are never without hiccups, but thank you for your understanding and co-operation. Together we will always ensure that the safety and enjoyment of the Estate is made priority, for both you and your guests.

Kind regards,



Jacques Mizen
Zimbali Lakes Resort Estate Manager